

# SENATE BILL REPORT

## SB 5296

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As of January 27, 2015

**Title:** An act relating to locksmith services.

**Brief Description:** Concerning locksmith services.

**Sponsors:** Senators Conway, King, McAuliffe, Hasegawa and Chase.

**Brief History:**

**Committee Activity:** Commerce & Labor: 1/26/15.

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### SENATE COMMITTEE ON COMMERCE & LABOR

**Staff:** Susan Jones (786-7404)

**Background:** The Consumer Protection Act prohibits unfair or deceptive practices in commerce. The Consumer Protection Act may be enforced by private legal action or through a civil action by the Attorney General. False advertising and false representation may constitute unfair and deceptive practices.

**Summary of Bill:** A locksmith cannot misrepresent the locksmith's geographic location by:

- listing a local telephone number in a local telephone directory if, without conspicuous disclosure, calls to the number are routinely forwarded to a location outside the calling area covered by the directory; or
- listing a business name in a local telephone directory if the name misrepresents the geographic location of the business and the listing fails to disclose the locality and state of the business.

These misrepresentations are unfair and deceptive acts under the Consumer Protection Act.

**Appropriation:** None.

**Fiscal Note:** Not requested.

**Committee/Commission/Task Force Created:** No.

**Effective Date:** Ninety days after adjournment of session in which bill is passed.

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*This analysis was prepared by non-partisan legislative staff for the use of legislative members in their deliberations. This analysis is not a part of the legislation nor does it constitute a statement of legislative intent.*

**Staff Summary of Public Testimony:** PRO: This bill is an effort to protect and defend our brick and mortar businesses. The bill is fair to customers and to businesses who are going to provide the services. This is a matter of transparency. The bill ensures that when a person calls a number, they know whether they are talking to a local business or not. Global businesses advertise then broker the locksmith services and they try to exact as much money as possible from the consumers. They charge more based on the sex of the customer and time of day. They bully and intimidate mature women into paying more money for the services. There are stories across the country of promoters falsely using local businesses' names and locations. The bill makes it difficult for businesses to misrepresent their geographic location.

**Persons Testifying:** PRO: Senator Conway, prime sponsor; Senator King; Jim Rich, Guardian Security, NW Locksmith Assn.; Jeffrey Trinin, Always Safe & Lock Inc.